

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

(INFORMATION TECHNOLOGY DIVISION - BUSINESS APPLICATIONS - LOCATION – 55 YORK BLVD., 6th FLOOR)

APPLICATION SUPPORT SPECIALIST – PLANNING, PERMITTING AND LICENSING

SUMMARY OF DUTIES

Reporting to the Supervisor, Business Applications, the Application Support Specialist – Planning, Permitting, and Licensing is responsible for managing and supporting the technical architecture, integrations, and overall system functionality of the Permitting and Licensing software.

Through project and operational activities, this role requires deep expertise in system administration, configuration, integrations, ITIL frameworks, and troubleshooting across multiple support levels. The successful candidate will ensure the stability, scalability, and performance of the Computronix POSSE platform while contributing to the City's technology and divisional roadmaps.

This position has regular access to confidential City data.

GENERAL DUTIES

Provides technical oversight and administration of the Computronix POSSE platform, including configuration, development, security, and optimization.

Works collaboratively with internal and external stakeholders to review change requests, develop overall solution designs, and provide operational support. Ensures that development and deployments activities adhere to established policies, procedures, and best practices including reviews and approvals and sign-offs at each stage.

Works collaboratively with IT resources, business stakeholders, and vendors to support integrations solutions between Computronix POSSE and other enterprise applications and services including, but not limited to, ERP, CRM, and Document Markup.

Defines and assigns user roles, user groups, and permissions to ensure secure and controlled access.

Develops functional and technical specifications from detailed business requirements.

Leads development and implementation tasks identified on project plans to achieve goals, deliverables, and timelines.

Works collaboratively with Solution Architects and Enterprise Architects to maintain system architecture documentation and identifies solutions for new business requests.

May be assigned to an initiative or project requiring the individual to take direction from other IT Managers, Supervisors and/or Project Managers.

Collaborates with vendors, internal stakeholders, and business units to troubleshoot system issues, enhance functionality, and implement application customizations and enhancements while adhering to industry and business best practices.

Ensures alignment with ITIL best practices for incident management, problem resolution, and change control processes.

Assists in the development of standard operating procedures, knowledge articles, technical standards, governance policies, and best practices for application usage.

Responds to application issues from the user community, normally via the IT Service Management (ITSM) application, to troubleshoot problems. Works with other Information Technology staff as required to resolve issues and identifies root cause. Escalates issues and requests to application vendors, staff, and other business stakeholders as required.

May be required to provide on-call support to users.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned, which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. University Degree or College Diploma in Computer Science, Information Systems, or related discipline.
2. Five plus years of experience in IT technical support, system administration, or enterprise software implementation.
3. Extensive hands-on experience with an enterprise Planning, Permitting, and Licensing platform including system configuration, integrations, troubleshooting, and customizations while adhering to industry and business best practices.
4. Demonstrated experience in developing and configuring workflows to support business processes related to Planning, Permitting, and Licensing.
5. Ability to lead incident resolution and root cause analysis for Planning, Permitting, and Licensing platform related issues.
6. Advanced working knowledge of SQL databases (ORACLE, Microsoft SQL Server).
7. Advanced working knowledge of reporting and data analytics platforms.
8. Familiarity with other ERP systems (ERP, GIS, CRM, HRMS) and their interactions with a Planning, Permitting, and Licensing solution.
9. Working knowledge of application development lifecycles and supporting practices.
10. Strong documentation skills, including technical design documents, integration mappings, and system architecture diagrams.
11. Working knowledge of application quality assurance and change/release management best practices.
12. Ability to translate business requirements into design, functional and technical specifications.
13. Knowledge of fundamental ITIL standards.
14. Proven analytical and problem-solving abilities.
15. Ability to make sound and logical judgments.
16. Strong interpersonal, written, and oral communication skills.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.

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